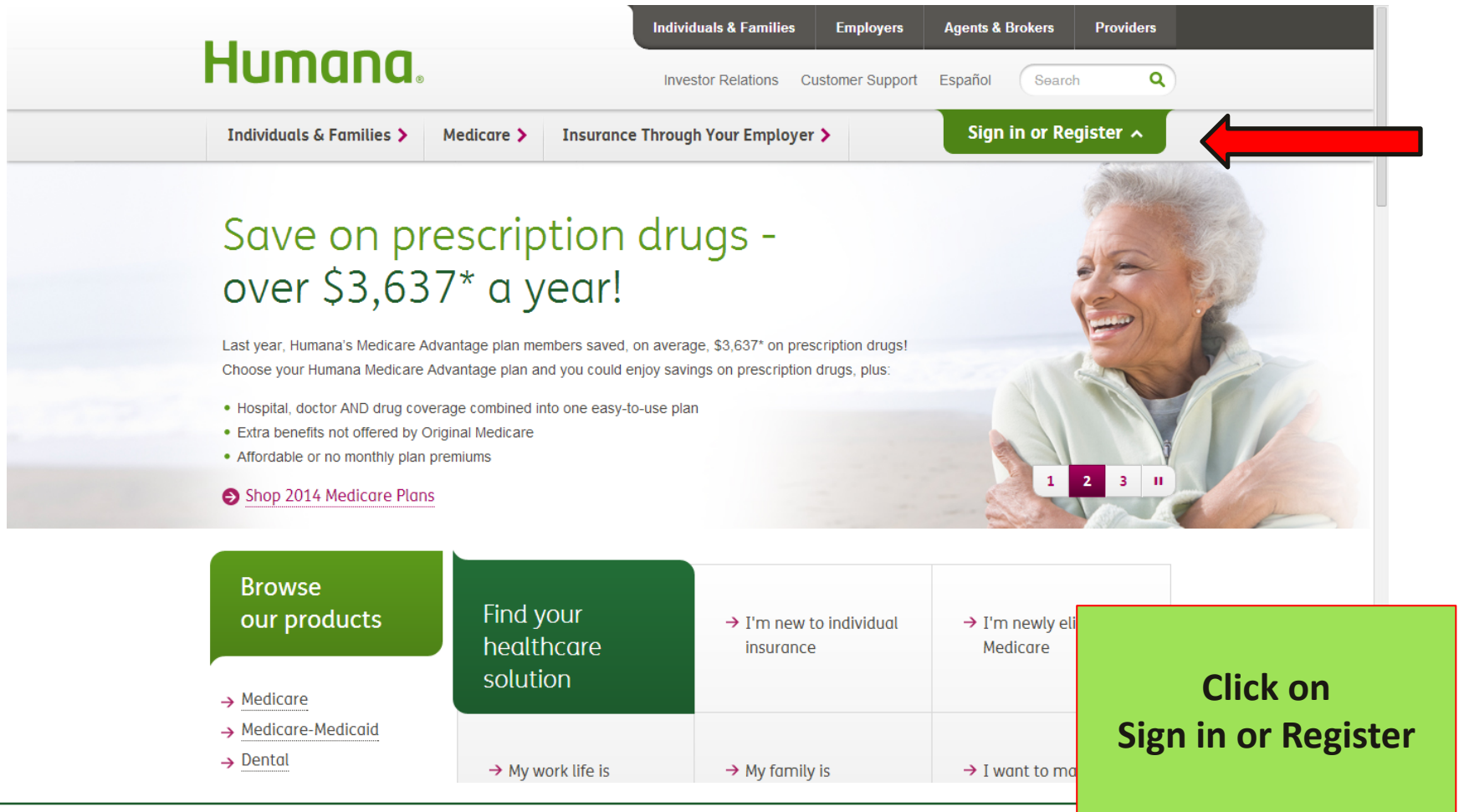




Registration 101: Vitality Champs Training for the Five Most Common Registration Scenarios



Registration: Getting Started



The screenshot shows the Humana website's navigation bar. The 'Sign in or Register' button is highlighted with a red arrow. Below the navigation bar, there is a promotional banner for prescription drug savings, followed by a grid of product categories. A green callout box is overlaid on the bottom right of the grid.

Humana

Individuals & Families | Employers | Agents & Brokers | Providers

Investor Relations | Customer Support | Español | Search

Individuals & Families > | Medicare > | Insurance Through Your Employer > | **Sign in or Register ^**

Save on prescription drugs - over \$3,637* a year!

Last year, Humana's Medicare Advantage plan members saved, on average, \$3,637* on prescription drugs! Choose your Humana Medicare Advantage plan and you could enjoy savings on prescription drugs, plus:

- Hospital, doctor AND drug coverage combined into one easy-to-use plan
- Extra benefits not offered by Original Medicare
- Affordable or no monthly plan premiums

➔ [Shop 2014 Medicare Plans](#)

Browse our products

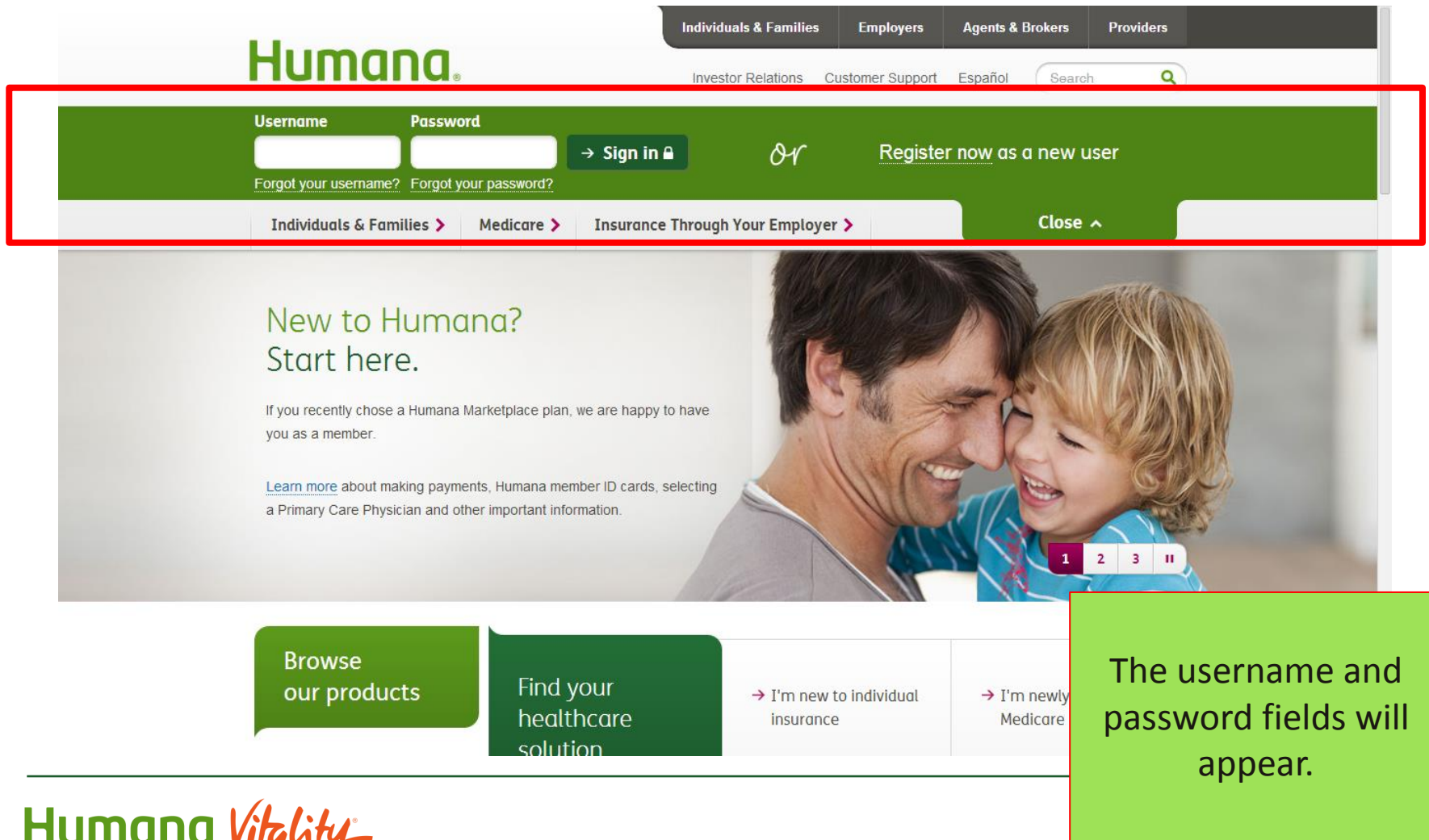
- ➔ [Medicare](#)
- ➔ [Medicare-Medicaid](#)
- ➔ [Dental](#)

Find your healthcare solution

- ➔ I'm new to individual insurance
- ➔ I'm newly eligible for Medicare
- ➔ My work life is
- ➔ My family is
- ➔ I want to move

Click on Sign in or Register

Registration: Getting Started



The image shows a screenshot of the Humana website's registration page. A red rectangular box highlights the registration form area. The form includes fields for 'Username' and 'Password', a 'Sign in' button, and a link to 'Register now as a new user'. Below the form, there are navigation links for 'Individuals & Families', 'Medicare', and 'Insurance Through Your Employer'. A large banner image of a smiling man and child is visible. At the bottom, there are buttons for 'Browse our products', 'Find your healthcare solution', and links for 'I'm new to individual insurance' and 'I'm newly Medicare'. A green callout box on the right side of the page contains the text: 'The username and password fields will appear.'

Humana

Individuals & Families Employers Agents & Brokers Providers

Investor Relations Customer Support Español Search

Username Password

→ Sign in or Register now as a new user

[Forgot your username?](#) [Forgot your password?](#)

Individuals & Families > Medicare > Insurance Through Your Employer > Close ^

New to Humana?
Start here.

If you recently chose a Humana Marketplace plan, we are happy to have you as a member.

[Learn more](#) about making payments, Humana member ID cards, selecting a Primary Care Physician and other important information.

1 2 3 II

Browse our products Find your healthcare solution

→ I'm new to individual insurance → I'm newly Medicare

The username and password fields will appear.

Humana Vitality

Registration Scenarios

1: Member has registered and knows his username and password.

2: Member has registered in the past, but forgot his username and password.

3: Member has never registered before.

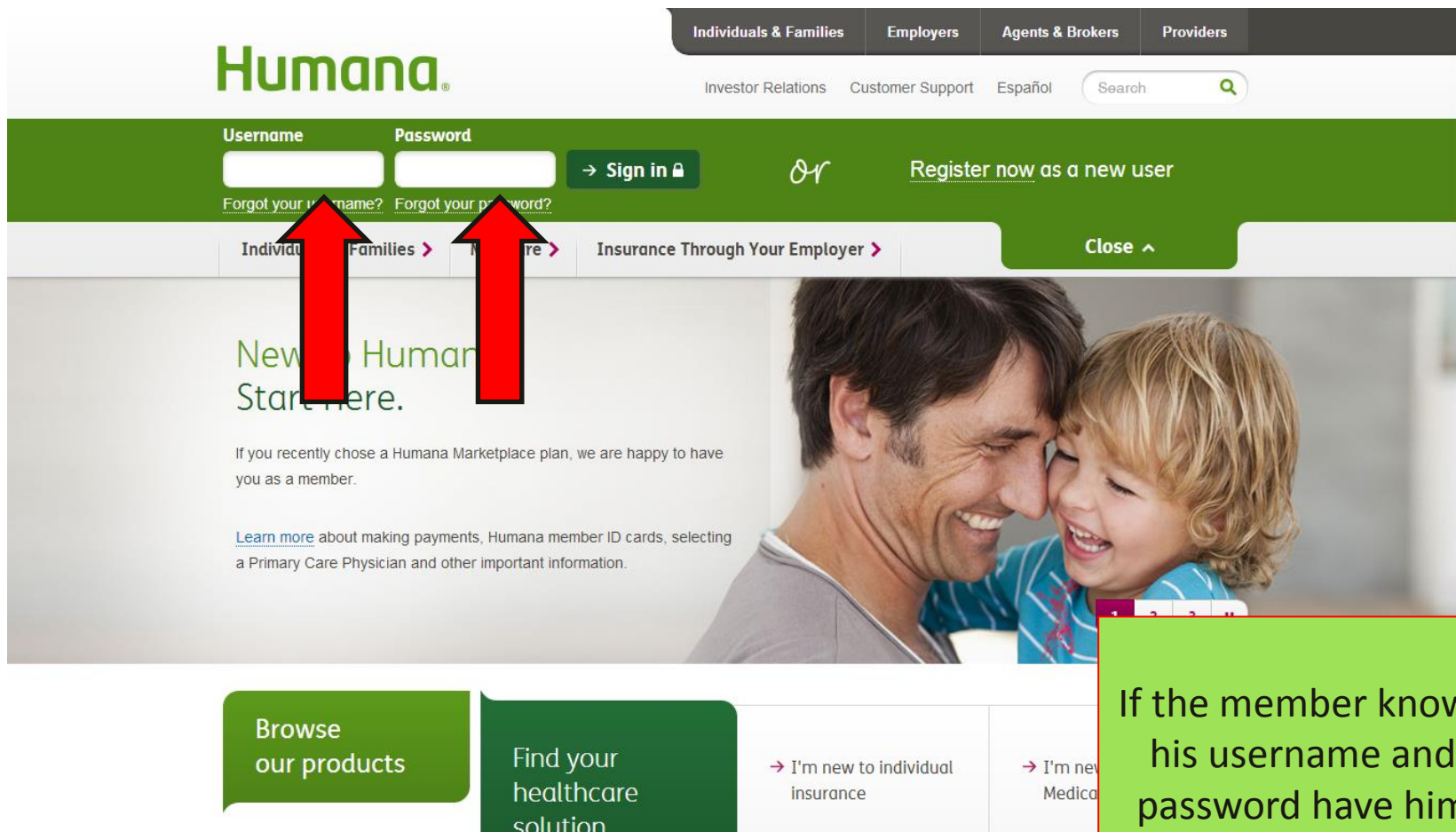
4: Member does not recall ever having registered, but did register in the past. Does not recall username and password either.

5: Member tries to recover a username and gets an error.

Registration

Scenario One:
Member has
registered and
knows his
username and
password.

Registration Scenario 1



The image shows the Humana website's registration page. At the top, there is a navigation bar with links for "Individuals & Families", "Employers", "Agents & Brokers", and "Providers". Below this is a search bar and a "Search" button. The main registration area has a green header with the Humana logo. It contains two input fields for "Username" and "Password", a "Sign in" button, and a link to "Register now as a new user". Below the input fields are links for "Forgot your username?" and "Forgot your password?". Two red arrows point to these links. Below the registration area is a section with a large image of a man and a child, and text that says "New to Humana? Start here." and "If you recently chose a Humana Marketplace plan, we are happy to have you as a member." Below this is a link to "Learn more" about making payments, Humana member ID cards, selecting a Primary Care Physician and other important information. At the bottom, there are four buttons: "Browse our products", "Find your healthcare solution", "I'm new to individual insurance", and "I'm new to Medicare".

Humana

Individuals & Families Employers Agents & Brokers Providers

Investor Relations Customer Support Español Search

Username Password

→ Sign in or Register now as a new user

[Forgot your username?](#) [Forgot your password?](#)

Individuals & Families > Insurance Through Your Employer > Close ^

New to Humana? Start here.

If you recently chose a Humana Marketplace plan, we are happy to have you as a member.

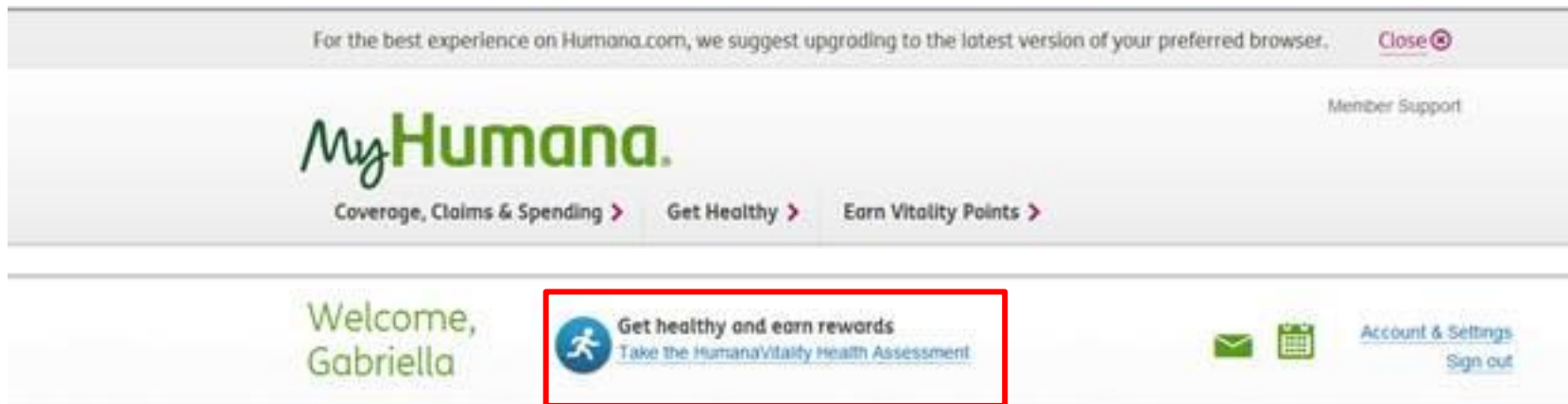
[Learn more](#) about making payments, Humana member ID cards, selecting a Primary Care Physician and other important information.

Browse our products Find your healthcare solution

→ I'm new to individual insurance → I'm new to Medicare

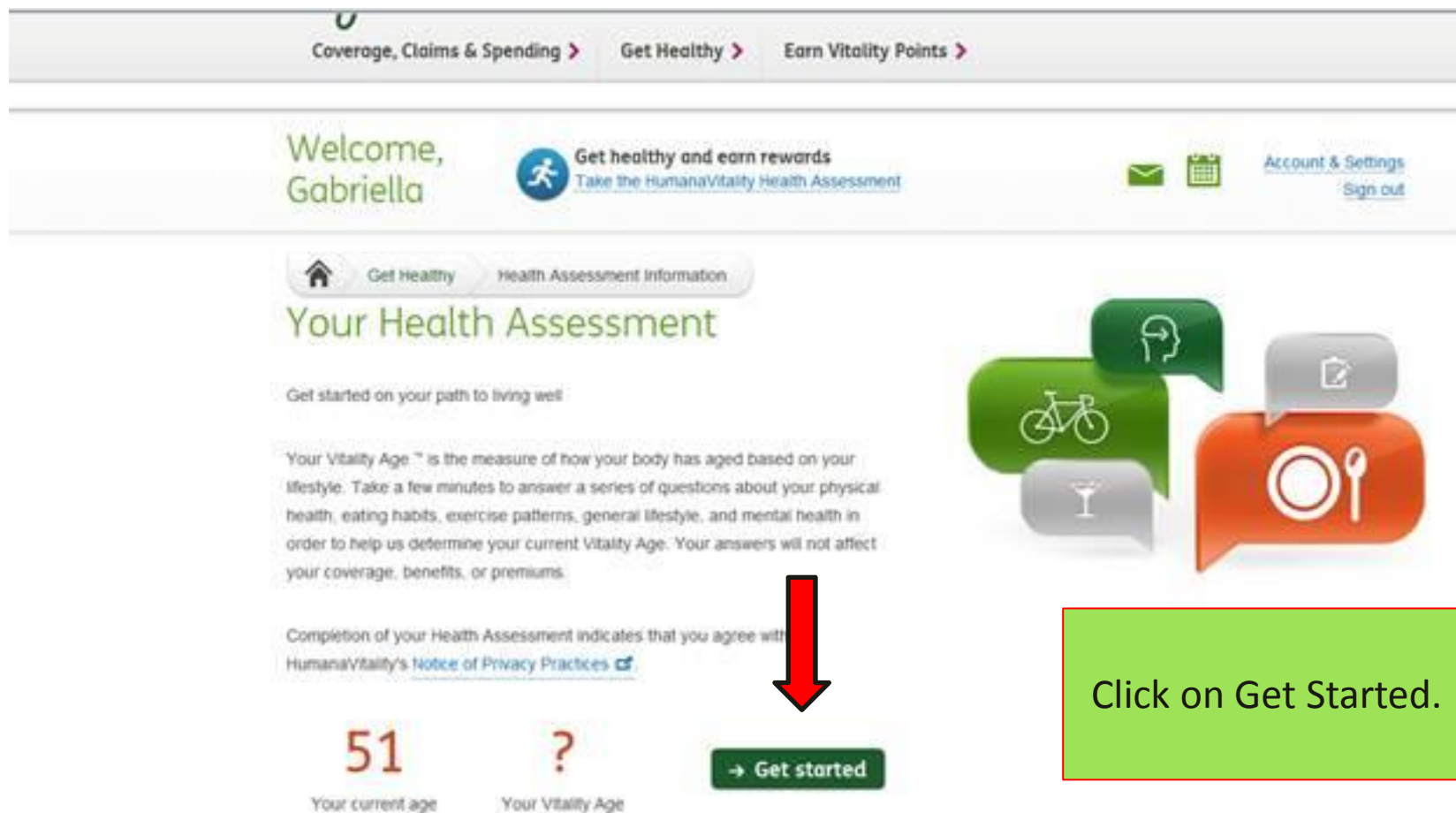
If the member knows his username and password have him enter it.

Registration Scenario 1



Click on Take the HumanaVitality Health Assessment. (You can also click on "Health Assessment" under the "Get Healthy" tab.)

Registration Scenario 1



Coverage, Claims & Spending > Get Healthy > Earn Vitality Points >

Welcome, Gabriella

Get healthy and earn rewards
Take the HumanaVitality Health Assessment

Account & Settings
Sign out

Get Healthy Health Assessment Information

Your Health Assessment

Get started on your path to living well

Your Vitality Age™ is the measure of how your body has aged based on your lifestyle. Take a few minutes to answer a series of questions about your physical health, eating habits, exercise patterns, general lifestyle, and mental health in order to help us determine your current Vitality Age. Your answers will not affect your coverage, benefits, or premiums.

Completion of your Health Assessment indicates that you agree with HumanaVitality's [Notice of Privacy Practices](#)

51 Your current age ? Your Vitality Age → Get started

Click on Get Started.

Registration Scenario 1

The screenshot displays the MyHumana Vitality registration interface. At the top, the MyHumana logo is on the left, and links for 'Cory's Health Assessment', 'Save my progress & exit', 'Member Support', and 'Logout' are on the right. Below the header is a navigation bar with icons for Fitness & Exercise, Nutrition, Mental Health, Alcohol, Medication, and Social. The main content area features a 'Fitness & exercise' section with a progress indicator (four dots, the first of which is filled). The first question is 'On average, how many days a week do you exercise?', with a spinner control set to '6'. The second question is 'On days when you do exercise, on average how many minutes do you spend doing so?', with a spinner control set to '60'. The background of the form is a photograph of two people riding bicycles on a trail.

MyHumana.

Cory's Health Assessment
[Save my progress & exit](#)

[Member Support](#)
[Logout](#)

Fitness & Exercise

Humana Vitality

Fitness & exercise ••••

On average, how many days a week do you exercise?

6

On days when you do exercise, on average how many minutes do you spend doing so?

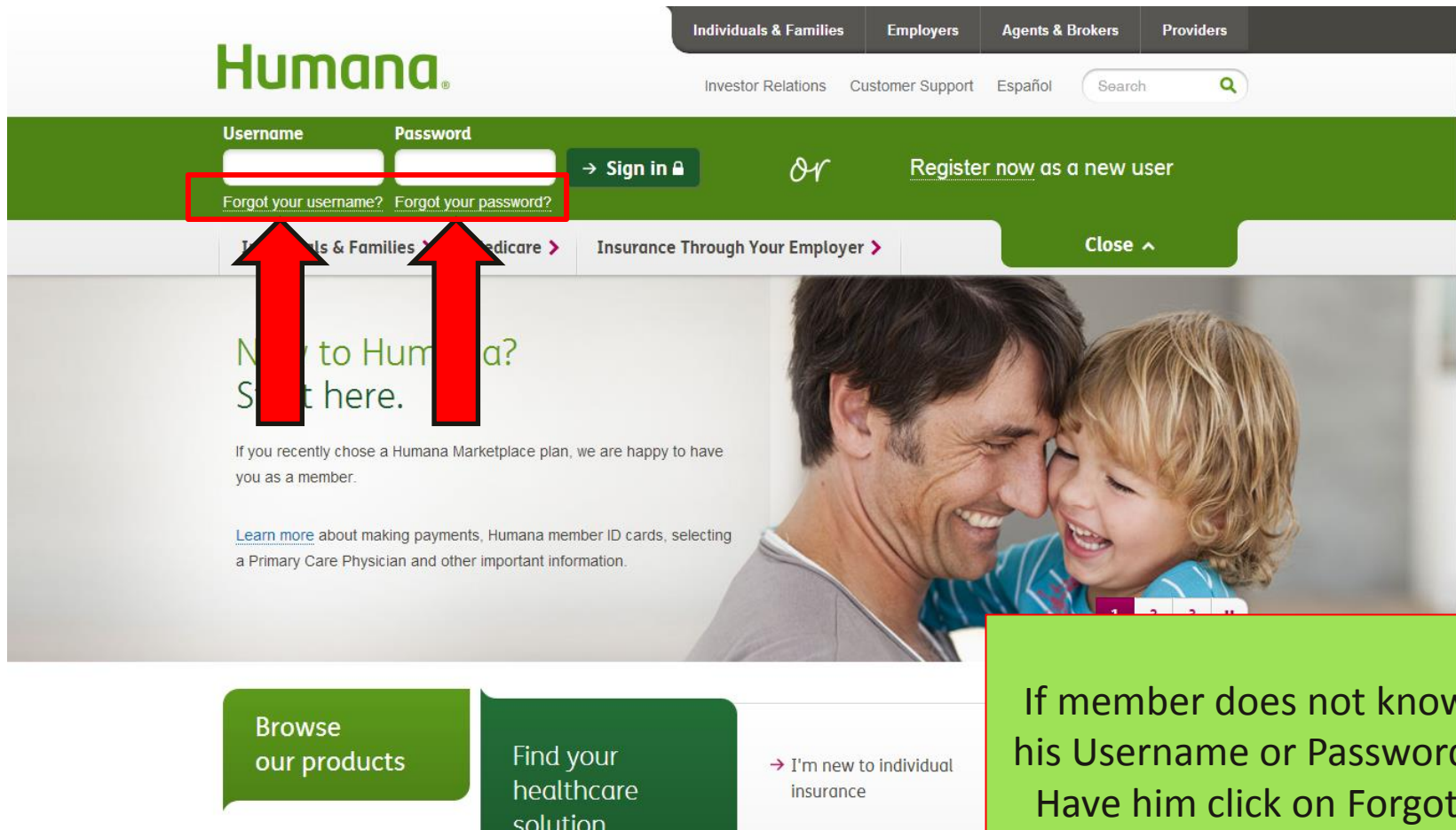
60

Member will answer the questions and get his Vitality Age and Health Report.

Registration

Scenario Two:
Member has
registered in the
past, but forgot
his username
and password.

Registration Scenario 2



The image shows the Humana website's registration page. At the top, there is a navigation bar with links for "Individuals & Families", "Employers", "Agents & Brokers", and "Providers". Below this is a search bar and a "Search" button. The main registration area has a green header with the Humana logo. It contains two input fields for "Username" and "Password", a "→ Sign in" button, and a link to "Register now as a new user". Below the input fields, there are two links: "Forgot your username?" and "Forgot your password?". Two large red arrows point to these links. Below the registration area, there is a section titled "New to Humana? Start here." with a paragraph of text and a link to "Learn more". To the right of this text is a large image of a smiling man and a young child. At the bottom of the page, there are three buttons: "Browse our products", "Find your healthcare solution", and "→ I'm new to individual insurance".

Humana

Individuals & Families Employers Agents & Brokers Providers

Investor Relations Customer Support Español Search

Username Password → Sign in or Register now as a new user

[Forgot your username?](#) [Forgot your password?](#)

Individuals & Families Medicare Insurance Through Your Employer Close

New to Humana? Start here.

If you recently chose a Humana Marketplace plan, we are happy to have you as a member.

[Learn more](#) about making payments, Humana member ID cards, selecting a Primary Care Physician and other important information.

Browse our products Find your healthcare solution → I'm new to individual insurance

If member does not know his Username or Password. Have him click on Forgot username.

Registration Scenario 2

The image shows the Humana website registration process. At the top, there's a navigation bar with links for 'Individuals & Families', 'Employers', 'Agents & Brokers', and 'Providers'. Below this is a search bar and a secondary navigation bar with 'Individuals & Families >', 'Medicare >', and 'Insurance Through Your Employer >'. A progress indicator shows three steps: 1. Select user type, 2. Enter information, and 3. Retrieve username. A green button labeled 'Sign in or Register ^' is on the right. The main content area is titled 'Retrieve username' and asks 'What type of user are you?'. It instructs the user to 'Please, select the user type that best describes you.' There are three visible options: 'Member', 'Agent or Broker', and 'Other Registered User'. The 'Member' option is highlighted with a red arrow pointing to its 'Continue' button. A green callout box on the right says 'Click Continue (in the member box)'.

Humana

Individuals & Families Employers Agents & Brokers Providers

Investor Relations Customer Support Español Search

Individuals & Families > Medicare > Insurance Through Your Employer >

Sign in or Register ^

1 Select user type 2 Enter information 3 Retrieve username

Retrieve username

What type of user are you?

Please, select the user type that best describes you.

Member

If you have Humana insurance, Medicare, Medicaid, or HumanaVitality® coverage.

→ Continue

Agent or Broker or Other Registered User

Click Continue (in the member box)

Registration Scenario 2

Personal information

Forgot your username?

Please provide the following information to help us locate your username. For security reasons, all fields must be completed.

* Required

Medicare Members

If you don't have your Humana Member ID handy, you can find it on your ID card by [viewing samples](#) or you can enter your Medicare Claim Number as your Member ID.

* Member ID [?](#)

* First name

* Last name

* Date of birth

* ZIP code

→ Submit

[Cancel](#)

Scroll down.

- The member 9-digit member ID will look like this H12345678.
 - Enter the Member ID without the dash and last two digits listed on the KEHP Member ID Card (examples include “-00” “-01” “-02”)
 - The second character following the H in the member is a number and not a letter. (i.e. 0 and not o).
- Enter the first and last name
 - Exactly as they appear on the KEHP Member ID Card.
- Enter the date of birth
 - With all eight digits and slashes (i.e. 10/01/1987).
- Zip code must match the home zip code currently on file with Humana. If you have recently moved and your new zip code is not being accepted, try using the old one.

Registration Scenario 2

[Individuals & Families >](#) [Medicare >](#) [Insurance Through Your Employer >](#)

[Sign in or Register ^](#)

✓

2

3

Select user type

Enter information

Retrieve username

Retrieve username

Verify member information

We have found this information in our records. Please verify that this is you.

First name: CORY

Last name:

ZIP code:

Date of birth:

Member ID:

[→ I verify](#)

[This is not me](#)

Have questions? [Contact us](#)

Click I verify

Registration Scenario 2

The screenshot shows the Humana website's registration process. At the top, there's a navigation bar with links for 'Individuals & Families', 'Employers', 'Agents & Brokers', and 'Providers'. Below this is a secondary navigation bar with 'Investor Relations', 'Customer Support', and 'Español'. A search bar is also present. The main content area features a progress indicator with three steps: 'Select user type' (marked with a green check), 'Enter information' (marked with a green check), and 'Retrieve username' (marked with a green circle containing the number 3). A green button labeled 'Sign in or Register ^' is positioned to the right of the progress indicator. Below the progress indicator, the text 'Retrieve username' is displayed in green, followed by 'Your username has been retrieved'. A red box highlights the text 'Your username is:' followed by a blacked-out username. Below this, there's a link to 'sign in' and a note that the user can use their retrieved username and password. A red arrow points to the 'Forgot your password?' link. At the bottom, there's a footer with the Humana logo, a 'Have questions? Contact us' link, and three columns of links: 'Individual Insurance' (with a sub-link 'Medicare Coverage'), 'Health and Wellness' (with a sub-link 'Caregivers'), and 'Membership Benefits' (with a sub-link 'Health Rewards').

Humana.

Individuals & Families > Medicare > Insurance Through Your Employer >

Investor Relations Customer Support Español Search

Sign in or Register ^

✓ Select user type ✓ Enter information 3 Retrieve username

Retrieve username

Your username has been retrieved

Your username is:
[Redacted]

You can [sign in](#) using this username and your password..

[Forgot your password?](#) [Return to Humana.com](#)

Humana. Have questions? [Contact us](#)

→ Individual Insurance Medicare Coverage → Health and Wellness Caregivers → Membership Benefits Health Rewards

Recommend for the member to write down the Username.

Username will be shown.
Then click on forgot Password.

Registration Scenario 2

The image shows the Humana website's registration process. At the top, there's a navigation bar with links for 'Individuals & Families', 'Employers', 'Agents & Brokers', and 'Providers'. Below this is a secondary bar with 'Investor Relations', 'Customer Support', 'Español', and a search bar. A third bar contains 'Individuals & Families >', 'Medicare >', 'Insurance Through Your Employer >', and a green 'Sign in or Register ^' button. A progress indicator shows three steps: 1. Select user type (checked), 2. Enter information (current step), and 3. Password Help. The main heading is 'Password Help' with the sub-heading 'Forgot your password?'. Below this, it says 'Enter your username below or click the forgot your username link and we'll provide password assistance.' There is a text input field for 'Username' which is highlighted with a red box. To its right is a link 'Are you a Humana associate? ?'. Below the input field is a link 'Forgot your username?'. At the bottom left are two buttons: a green '→ Continue' button and a blue 'Cancel' link. On the right side, there is a green icon of a clipboard with a checkmark and a green box with the text 'Enter Username'.

Humana

Individuals & Families Employers Agents & Brokers Providers

Investor Relations Customer Support Español Search

Individuals & Families > Medicare > Insurance Through Your Employer > Sign in or Register ^

1 Select user type 2 Enter information 3 Password Help

Password Help

Forgot your password?

Enter your username below or click the forgot your username link and we'll provide password assistance.

Username

[Are you a Humana associate? ?](#)

[Forgot your username?](#)

→ Continue [Cancel](#)

Enter Username

Registration Scenario 2

1. Try to answer the Security Question.
 1. Security question is case sensitive.
 2. There are only 5 attempts to answer the security question.
 3. After all 5 attempts are exhausted the member must call the customer service number on the back of their KEHP member ID card (1-877-597-7474) to have the password reset.
2. Or click on by email to email the reset instructions to the email the member has on file. *(Note: be sure you can access the recovery email immediately to continue the process without delay.)*
3. IF they have a phone number listed you can try that as well.

The screenshot shows the Humana website's registration process. At the top, the Humana logo is on the left, and navigation links for 'Individuals & Families', 'Employers', 'Investor Relations', and 'Customer Support' are on the right. Below this is a secondary navigation bar with 'Individuals & Families >', 'Medicare >', and 'Insurance Through Your Employer >'. A progress bar indicates three steps: 'Select user type' (completed with a green checkmark), 'Enter information' (current step, marked with a green '2'), and 'Password Help' (marked with a green '3'). The main heading is 'Password Help' followed by 'Forgot your password?'. Below this is a subtext: 'Select the available option(s) and/or answer the question to confirm your identity and we will help you reset your password'. There are three tabs: 'Answer a security question' (selected), 'By email', and 'To my mobile phone'. The 'Answer a security question' tab contains the question 'What was the make and model of the first car you drove?' with a text input field below it. To the right of the input field is a link: 'Don't know the answer? ?'. At the bottom left of the form is a green button with a white arrow and the text 'Submit'.

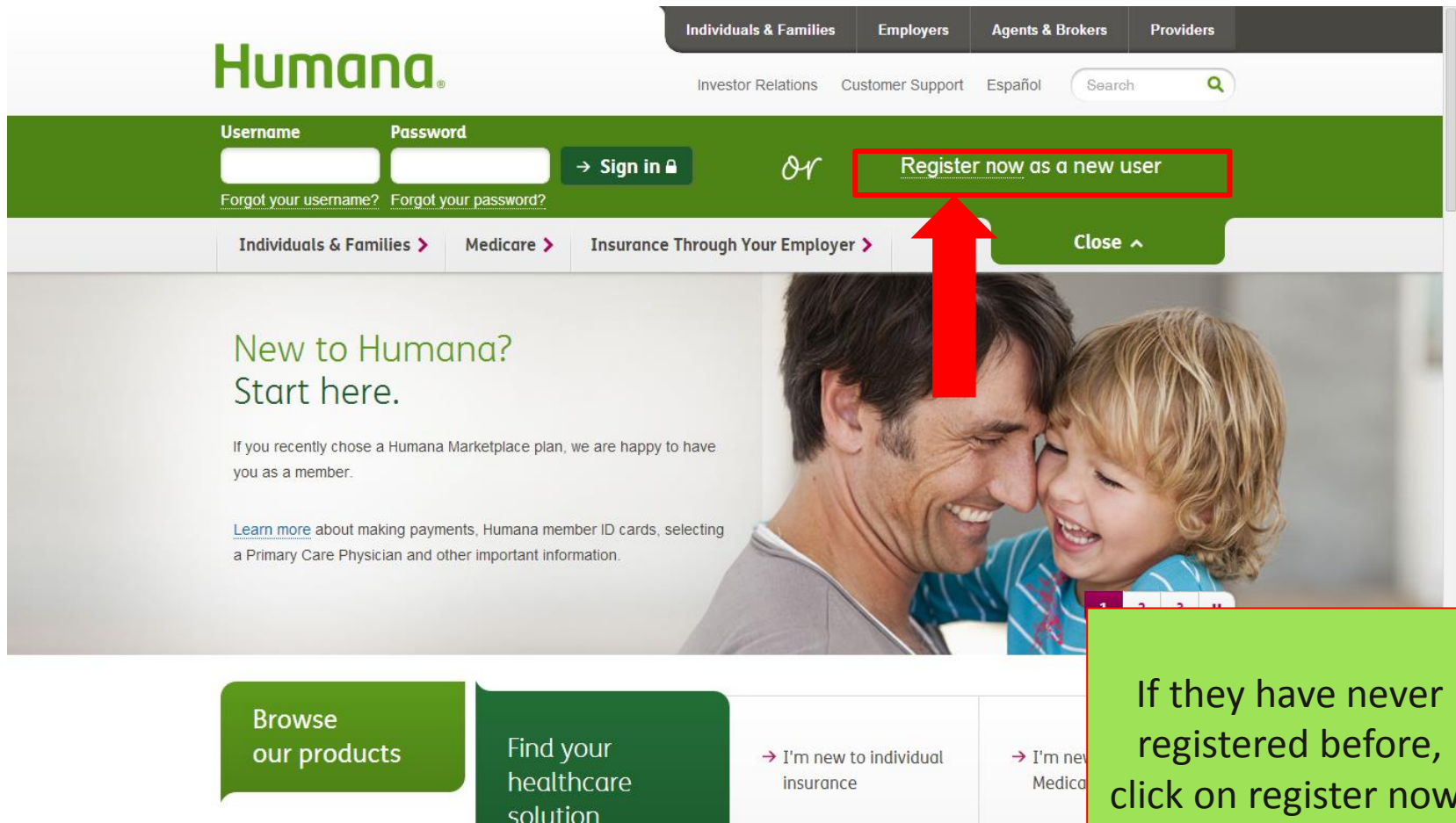
Registration Scenario 2

You will have both the member username and password and can now log in. Return to Scenario 1.

Registration

Scenario 3:
Member has
never
registered
before.

Registration Scenario 3



The image shows the Humana website's registration page. At the top, there is a navigation bar with links for "Individuals & Families", "Employers", "Agents & Brokers", and "Providers". Below this, there are links for "Investor Relations", "Customer Support", and "Español", along with a search bar. The main header features the Humana logo and a green bar with login fields for "Username" and "Password", a "Sign in" button, and a link to "Register now as a new user" which is highlighted with a red box. A red arrow points from this link down to a green callout box. Below the login bar, there are links for "Individuals & Families", "Medicare", and "Insurance Through Your Employer", followed by a "Close" button. The main content area has a heading "New to Humana? Start here." and a paragraph about Humana Marketplace plans. A "Learn more" link is provided. At the bottom, there are buttons for "Browse our products", "Find your healthcare solution", and two links for "I'm new to individual insurance" and "I'm new to Medicare".

Humana

Individuals & Families Employers Agents & Brokers Providers

Investor Relations Customer Support Español Search

Username Password

→ Sign in or **Register now as a new user**

[Forgot your username?](#) [Forgot your password?](#)

Individuals & Families > Medicare > Insurance Through Your Employer > Close ^

New to Humana?
Start here.

If you recently chose a Humana Marketplace plan, we are happy to have you as a member.

[Learn more](#) about making payments, Humana member ID cards, selecting a Primary Care Physician and other important information.

Browse our products Find your healthcare solution

→ I'm new to individual insurance → I'm new to Medicare

If they have never registered before, click on register now.

Registration Scenario 3

Humana

Individuals & Families Employers Agents & Brokers Providers

Investor Relations Customer Support Español Search

Individuals & Families > Medicare > Insurance Through Your Employer >

Registration

Let us know who you are

To start, please tell us what type of Humana account you have.

Members

→ Member

Register here if you have a Humana health insurance plan, including Medicare.

[Kentucky Medicaid member?](#)
Choose this option to register

→ Provider

→ Dentist

→ Pharmacist

[Kentucky Medicaid members?](#) Choose this option to register

Why Register?

After you register, you can:

- View your benefits
- Find doctors, hospitals, and other providers
- Check claims
- See how much you have spent on healthcare and get cost estimates
- Get started with Humana

Click in the member "box".

Registration Scenario 3

Click on “All Other Members”

1. The 9-digit member ID will look like this H12345678.
 1. Enter the Member ID without the dash and last two digits listed on the KEHP Member ID Card (examples include “-00” “-01” “-02”)
 2. The second character following the H in the member is a number and not a letter. (i.e. 0 and not o).
2. **OR** social security #.
 1. No “-”
 2. XXXXXXXXX instead of XXX-XX-XXXX
3. Enter the date of birth
 1. with all eight digits and slashes (i.e. 10/01/1987).
4. Zip code must match the home zip code currently on file with Humana. If member has recently moved and the new zip code is not being accepted, try using the old one.

Individuals & Families > Medicare > Insurance Through Your Employer >

Registration

Member information
Enter your identifying information to access MyHumana where you can find coverages, claims, and more.

*Required

Medicare Medicaid **All other members**

* Member ID number ⓘ or Social security number ⓘ

* Date of birth

* ZIP code

*By continuing, I agree to the Humana [Online Services](#) and Humana Web [Confidentiality Agreement](#)

→ Continue Cancel

Registration Scenario 3

The next page will be where they create their Username and Password.

- If they do not have an email. Use Livingwell@humana.com
- Create a unique username
 - Make sure to follow the requirements
 - Username requirements are a minimum 7 characters, at least 1 number and 1 letter.
 - No spaces or special characters
- Create a password
 - Make sure to follow the requirements
 - 8-15 characters
 - Has to include at least 1 letter and 1 number.
- Security Question
 - Suggest picking a question that will NEVER change and has only one way of typing it out. Answers are case sensitive.
 - Example of a bad question to pick:
 - Oldest sibling's birth month and year
 - July 83, 07/83, July 1983, 07/1983, etc

Registration

Scenario Four:
Member does not recall ever having registered, but did register in the past.
Does not recall username and password either.

Registration Scenario 4

The screenshot shows the Humana website's registration page. At the top, there's a navigation bar with links for 'Individuals & Families', 'Employers', 'Agents & Brokers', and 'Providers'. Below this is a secondary navigation bar with 'Investor Relations', 'Customer Support', 'Español', and a search bar. The main content area is titled 'Registration' and features a red-bordered box containing an error message: 'You are already registered'. The message states that a registration is already associated with the member ID number and provides a customer service number (1-800-448-6262) and a 'Sign in' link. To the right of the error box, there are links for 'Already registered?' (with a 'Sign in' button), 'Not a member?', and 'Need help finding your member ID?'. Below the error box, the 'Member information' section prompts the user to enter identifying information to access MyHumana. It includes tabs for 'Medicare', 'Medicaid', and 'All other members'. The form fields include: '* Member ID number' (with a help icon), '* Social security number' (with a help icon), '* Date of birth' (MM/DD/YYYY), and '* ZIP code'. A small inset image shows a Humana Vitality member ID card for John Q. Samplemember, with the ID number 987654321 circled in green.

Humana.

Individuals & Families | Employers | Agents & Brokers | Providers

Investor Relations | Customer Support | Español | Search

Individuals & Families > | Medicare > | Insurance Through Your Employer >

Registration

⚠ You are already registered

We're sorry. It appears there is a registration already associated with that member ID number. If you have not already registered, please call Customer Service 1-800-448-6262 for additional assistance. [Sign in](#)

Already registered?

[Sign in](#)

[Not a member?](#)

Need help finding your member ID?

Member information

Enter your identifying information to access MyHumana, where you can find coverages, claims, and more.

*Required

Medicare | Medicaid | All other members

* Member ID number ⓘ | or | * Social security number ⓘ

* Date of birth ⓘ

MM/DD/YYYY

* ZIP code ⓘ

Humana.

PPO
Subscriber: JOHN Q. SAMPLEMEMBER
Group Name: SAMPLE GROUP
Member ID: 987654321
Member Name: JOHN Q. SAMPLEMEMBER
987654321 01
987654321 02 JANE P. SAMPLEMEMBER
987654321 03 JOAN M. SAMPLEMEMBER
987654321 04 JAKE L. SAMPLEMEMBER
Off. Visit Co-pay \$10
Pharmacy Benefit \$5/55/20%
Humana Vitality
ER Co-pay \$200
Pharmacists: ANGI BINA E1 PCNH 031900

If you try to register someone who is already registered you will get this error. Return to Scenario 2 to retrieve username/password.

Registration

Scenario Five:
Member tries
to recover a
username and
gets an error.

It is most likely due to the member not actually being registered. Go to Scenario 3 and proceed with first time registration.